

## Housekeeper - Patterdale Person Specification

No.	Essential	Desirable	Assessed by
Knowledge			
Training in Health & Safety in the workplace, including working at heights, COSHH and manual handling		x	CV and Interview
Experience			
A track record of providing excellent levels of cleanliness in a customer service or hospitality environment		x	CV and Interview
Experience within a similar role (a medium to large multi-resident holiday accommodation, guesthouse or hotel)	x		CV and Interview
Skills & Abilities			
To work safely and efficiently in all aspects of the job role		x	CV and Interview
The ability to be able to independently identify areas where safety or cleanliness is falling below the STANDARDS expected and to use initiative to correct this (or bring to the attention of the Head Housekeeper)	x		CV and Interview
The ability to set an example to the rest of the organisation in terms of meeting standards for customer care: "getting it right - first time - every time"		x	CV and Interview
A positive "can-do" attitude towards their duties - which will help encourage all staff in the organisation to value the facilities, maintain STANDARDS and strive to serve our customers better	x		CV and Interview
Other			
Be available for occasional overtime	x		Interview
Be available for regular evening, weekend and bank holiday work	x		Interview



